

Claims

The following is a copy of Applicant's claims that identifies language being added with underlining ("___") and language being deleted with strikethrough ("—"), as is applicable:

1. (Currently amended) A method for providing personalized customer support, comprising:

receiving customer information from a customer, the customer information including information as to products that the customer uses;

creating a profile for the customer that includes the received customer information;

evaluating the customer information contained in the profile;

identifying customer support information specifically relevant to the ~~customer~~ information products that the customer uses; and

presenting the ~~relevant~~ customer support information to the customer in at least one personalized web page.

2. Canceled.

3. (Currently amended) The method of claim 1, wherein the ~~step of receiving~~ received customer information ~~comprises the step of receiving~~ further includes information about the customer's business.

4. (Currently amended) The method of claim 1, wherein the ~~step of receiving~~ received customer information ~~comprises the step of receiving~~ further includes information about the customer's level of technical expertise.

5. (Currently amended) The method of claim 1, wherein ~~the step of receiving~~ customer information comprises ~~the step of receiving~~ information from an online customer survey that includes a series of questions that are posed to the customer.

6. (Currently amended) The method of claim 1, wherein ~~the step of identifying~~ customer support information ~~relevant to the customer information~~ comprises ~~the step of~~ cross-referencing the customer information with information contained within a library database.

7. (Currently amended) The method of claim 6, wherein ~~the step of identifying~~ customer support information ~~relevant to the customer information~~ further comprises ~~the step of~~ cross-referencing the customer information with data modules contained within the library database.

8. Canceled.

9. (Currently amended) The method of claim 8 1, wherein the at least one personalized web page only includes customer support information that is relevant to one or both of the products the customer uses ~~and/or~~ and the customer's business.

10. (Currently amended) The method of claim 8 1, wherein ~~the step of~~ presenting the ~~relevant~~ customer support information to the customer comprises ~~the step of~~ presenting audio and video instructions to the customer.

11. (Currently amended) A system for providing personalized customer support, comprising:

means for receiving customer information ~~from a customer~~ that includes information as to products that the customer uses;

means for creating a profile for the customer that includes the received customer information;

means for evaluating the customer information contained in the profile;

means for identifying customer support information specifically relevant to the ~~customer information~~ products that the customer uses; and

means for presenting the ~~relevant~~ customer support information to the customer in at least one personalized web page.

12. Canceled.

13. (Currently amended) The system of claim 11, wherein the means for receiving customer information comprises means for receiving information about the customer's business.

14. (Currently amended) The system of claim 11, wherein the means for receiving customer information comprises means for receiving information about the customer's level of technical expertise.

15. (Currently amended) The system of claim 11, wherein the means for receiving customer information comprises means for receiving information from an online customer survey that includes a series of questions that are posed to the customer.

16. (Currently amended) The system of claim 11, wherein the means for identifying customer support information ~~relevant to the customer information~~ comprises means for cross-referencing the customer information with information contained within a library database.

17. (Currently amended) The system of claim 16, wherein the means for identifying customer support information ~~relevant to the customer information further~~ comprises means for cross-referencing the customer information with data modules contained within the library database.

18. Canceled.

19. (Currently amended) The system of claim ~~18~~ 11, wherein the at least one personalized web page only includes customer support information that is relevant to one or both of the products the customer uses ~~and/or~~ and the customer's business.

20. (Currently amended) The system of claim ~~18~~ 11, wherein the means for presenting the ~~relevant~~ customer support information to the customer comprises means for presenting audio and video instructions to the customer.

21. (Currently amended) A computer readable medium having software for providing personalized customer support, comprising:

logic configured to receive customer information from a customer, the customer information including information as to products that the customer uses;

logic configured to create a profile for the customer that includes the received customer information;

logic configured to evaluate the customer information contained in the profile;

logic configured to identify customer support information specifically relevant to the ~~customer information~~ products that the customer uses; and

logic configured to present the ~~relevant~~ customer support information to the customer in at least one personalized web page.

22. Canceled.

23. (Currently amended) The computer readable medium of claim 21, wherein the logic configured to receive customer information comprises logic configured to receive information about the customer's business.

24. (Currently amended) The computer readable medium of claim 21, wherein the logic configured to receive customer information comprises logic configured to receive information about the customer's level of technical expertise.

25. (Currently amended) The computer readable medium of claim 21, wherein the logic configured to receive customer information comprises logic configured to receive information from an online customer survey that includes a series of questions that are posed to the customer.

26. (Currently amended) The computer readable medium ~~computer readable medium~~ of claim 21, wherein the logic configured to identify customer support information ~~relevant to the customer information~~ comprises logic configured to cross-reference the customer information with information contained within a library database.

27. (Currently amended) The computer readable medium of claim 26, wherein the logic configured to identify customer support information ~~relevant to the customer information further~~ comprises logic configured to cross-reference the customer information with data modules contained within the library database.

28. Canceled.

29. (Currently amended) The computer readable medium of claim ~~28~~ 21, wherein the at least one personalized web page only includes customer support information that is relevant to one or both of the products the customer uses ~~and/or~~ and the customer's business.

30. (Currently amended) The computer readable medium of claim ~~28~~ 21, wherein the logic configured to present the ~~relevant~~ customer support information to the customer comprises logic configured to present audio and video instructions to the customer.

31. (Currently amended) A method for providing personalized customer support, comprising:

receiving information from a customer about the products the customer uses ~~and about~~, the customer's business, and the customer's level of technical expertise;

evaluating the customer information;

creating a customer profile based upon the evaluation of the customer information;

retrieving customer support information modules that are specifically relevant to the customer profile and therefore the products the customer uses, the customer's business, and the customer's level of technical expertise; and

automatically generating a personalized web page containing the retrieved customer support information ~~retrieved~~.

32. (Original) The method of claim 31, wherein personalized web pages relevant to training, troubleshooting, and database information are respectively automatically generated.

33. (Currently amended) The method of claim 31, further comprising ~~the step of~~ responding to questions posed and issues raised by customers online.

34. (Currently amended) The method of claim 31, further comprising ~~the~~
~~step of~~ providing information as to designing a computing system specific to the
customer's needs.

35. (Currently amended) The method of claim 31, further comprising ~~the~~
~~step of~~ providing an evaluation of the customer's existing computing system.

36. (New) The method of claim 1, wherein the information as to products
that the customer uses includes at least one of a make and model of a product, a present
configuration of the product, an application used with the product, and a configuration
of a network to which the product is connected.

37. (New) The method of claim 3, wherein the information about the
customer's business includes at least one of the type and volume of the business, the
number and size of its locations, the number of users of computing equipment, the
nature of the use of the computing equipment, and the configuration of the locations.

38. (New) The method of claim 4, wherein the information about the
customer's level of technical expertise includes an indication as to whether the
customer is at a novice level, an intermediate level, or an advanced level.

39. (New) The method of claim 1, wherein presenting the customer
support information to the customer comprises presenting tutorial information as to
initialization and configuration of a product that the customer uses.

40. (New) The method of claim 1, wherein presenting the customer support information to the customer comprises presenting troubleshooting information that is directed at solving problems that are being experienced by the customer with a product that the customer uses.

41. (New) The method of claim 1, wherein presenting the customer support information to the customer comprises presenting optimization information directed at optimizing performance of a product that the customer uses.